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JUL 21 2004

OFFICIAL

9D-EC-19348  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al. :  
Serial No.: 09/480,589 : Art Unit: 3623  
Filed: January 10, 2000 : Examiner: Van Doren, Beth  
For: METHOD, SYSTEM, AND :  
PROGRAM PRODUCT FOR ON- :  
LINE SERVICE CALL :  
SCHEDULING :

Mail stop: Amendment  
Hon. Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Sir:

In response to the Office Action dated April 28, 2004, please amend the above identified application as follows.

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ARMSTRONG TEASDALE LLP

One Metropolitan Square, Suite 2600  
St. Louis, Missouri 63102-2740  
Phone: (314) 621-5070  
Fax: (314) 621-5065  
[www.armstrongteasdale.com](http://www.armstrongteasdale.com)

**CERTIFICATE OF FACSIMILE TRANSMISSION TO THE  
UNITED STATES PATENT AND TRADEMARK OFFICE**

**DATE:** July 21, 2004

<b>Examiner:</b> Van Doren, Beth	:	<b>RE: U.S. Patent Application</b>
<b>Art Unit:</b> 3623	:	<b>Serial No.: 09/480,589</b>
<b>Fax:</b> 703-872-9306	:	<b>Applicant: Ruppelt et al.</b>
<b>From:</b> Thomas M. Fisher	:	<b>Atty. Dkt. No.: 9D-EC-19348</b>

**DOCUMENTS SUBMITTED WITH TRANSMISSION:**

*Amendment Transmittal (3 pgs.)*

*Amendment in Response to Office Action dated April 28, 2004 (30 pgs.)*

*Fax Transmittal (1 pg.)*

*Total pages including cover page: 34*

*If all pages are not received, please contact: Linda Johnson at Ext. 7229*

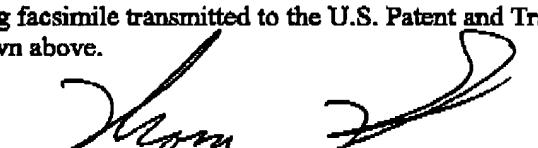
**RE: The above referenced U.S. Patent Application**

**Title: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING**

**Filed: January 10, 2000**

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that these papers are being facsimile transmitted to the U.S. Patent and Trademark Office, Facsimile Number 703-872-9306 on the date shown above.



Thomas M. Fisher, Reg. No.: 47,564

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PATENT  
Attorney Docket No.: 9D-EC-19348

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Ruppelt et al. : Group No.: 3623  
Serial No.: 09/480,589 : Examiner: Van Doren, Beth  
Filed: January 10, 2000 :  
For: METHOD, SYSTEM, AND  
PROGRAM PRODUCT FOR  
ON-LINE SERVICE CALL  
SCHEDULING

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL

1. Transmitted herewith is:  
Amendment Transmittal (3 pgs.)  
Amendment in response to Office Action dated April 28, 2004 (30 pgs.)  
Fax Transmittal (1 pg.)

## STATUS

2. Applicant  
 claims small entity status.  
 is other than a small entity.

CERTIFICATE OF MAILING BY EXPRESS MAIL TO  
THE COMMISSIONER FOR PATENTS

Express Mail No.

Date:

I hereby certify that the documents listed above are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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Attorney Name, Reg. No.

**EXTENSION OF TERM**

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

- (a)  Applicant petitions for an extension of time under 37 C.F.R. 1.136  
 (Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
<input type="checkbox"/> first month	\$ 110.00	\$ 55.00
<input type="checkbox"/> second month	\$ 420.00	\$ 210.00
<input type="checkbox"/> third month	\$ 950.00	\$ 475.00
<input type="checkbox"/> fourth month	\$1,480.00	\$ 740.00
<input type="checkbox"/> fifth month	\$2,010.00	\$1,005.00

Fee Due	\$
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If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

- An extension of \_\_\_\_\_ months has already been secured. The fee paid therefor \$\_\_\_\_\_ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$\_\_\_\_\_.

OR

- (b)  Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

**FEE FOR CLAIMS**

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

(Col. 1) CLAIMS REMAINING AFTER AMENDMENT	(Col. 2) HIGHEST NO. PREVIOUSLY PAID FOR	(Col. 3) PRESENT EXTRA	SMALL ENTITY		OTHER THAN SMALL ENTITY
			ADDITIONAL RATE FEE	OR	
TOTAL	MINUS	=	x \$9 = \$		x \$18 = \$
INDEP.	MINUS	=	x \$43 = \$		x \$86 = \$
— FIRST PRESENTATION OF MULTIPLE DEP. CLAIM			+ \$145 = \$		+ \$290 = \$
			TOTAL ADDITIONAL FEE \$	OR	TOTAL ADDITIONAL FEE \$

- (a)  No additional fee for Claims is required

**OR**

- (b)  Total additional fee for claims required \$

**FEE PAYMENT**

5. Attached is a check in the sum of \$\_\_\_\_\_

- Charge Deposit Account No. 01-2384 the sum of \$\_\_\_\_\_.  
A duplicate of this transmittal is attached.

**FEE DEFICIENCY**

6.  If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

**AND/OR**

- If any additional fee for claims is required, charge Deposit Account No. 01-2384.

7.  Other:



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Thomas M. Fisher  
Reg. No. 47,564  
ARMSTRONG TEASDALE LLP  
One Metropolitan Square, Suite 2600  
St. Louis, MO 63102  
314-621-5070